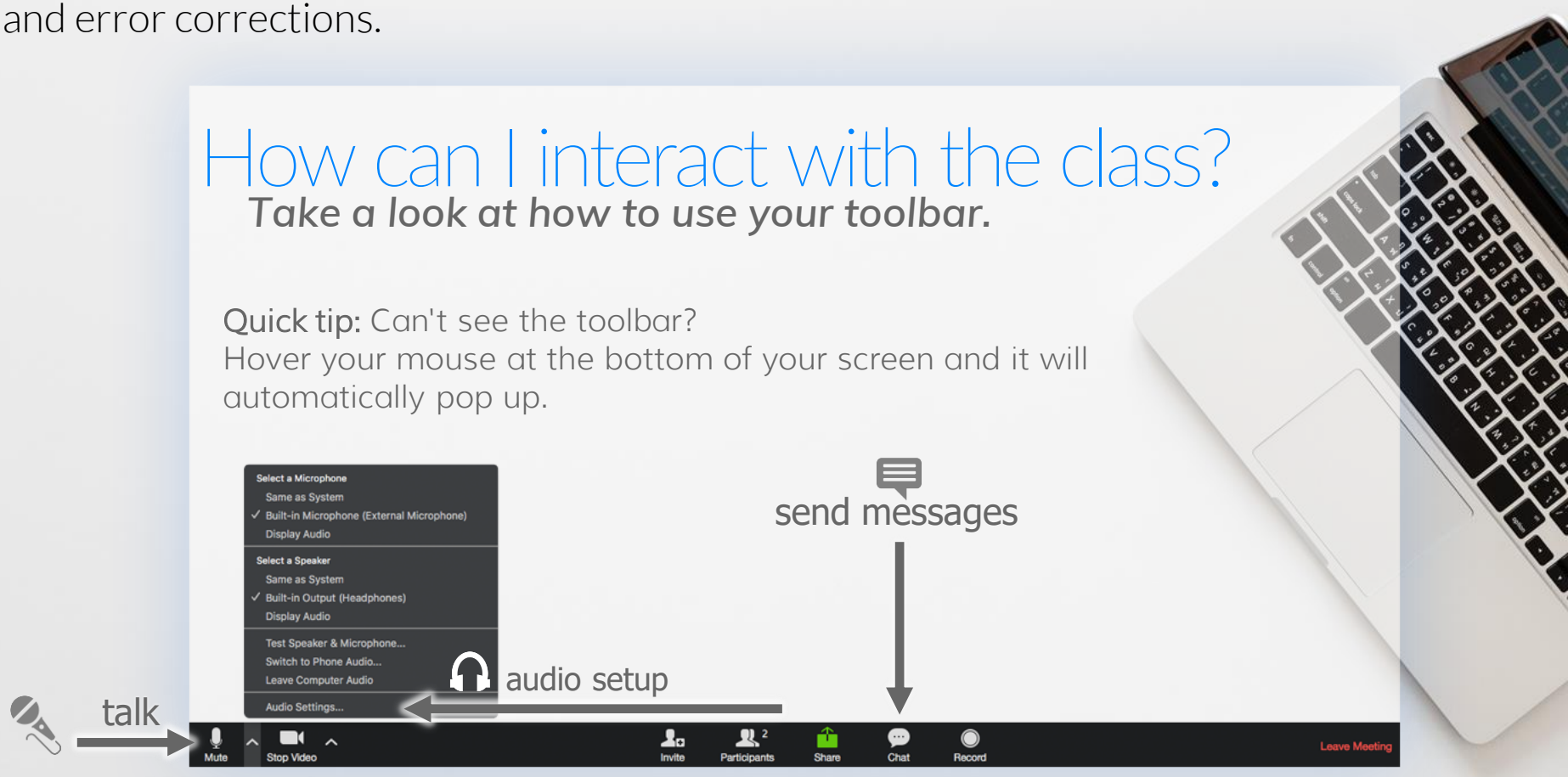
Welcome!

This is a classic class with a small group of students focusing on grammar, vocabulary, and error corrections.



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Computers

By the end of this lesson, you will be able to:

- talk about computers.
- talk to tech support.
- discuss computer problems.

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Warm Up

Answer the questions. Listen to your classmates' answers.

- What is happening in this picture?
- Have you ever felt like this? Talk about it.
- What computer problems can you fix?
- When do you need to call for help?

Vocabulary Match

First, guess what each word means. Then, match the words to their definitions.

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software

browser

username

home page

password

search engine

A website used to find information on the Internet

Programs that run on a computer

The first page of a website or browser

A name used to access an account

A secret code used to access an account

A program that allows you to see the Internet

Vocabulary Fill in the Blank

Complete the sentence with the vocabulary word and answer the question.

My _____ is very easy to remember. It is my first and last name.

I forgot my _____. I think I wrote it down somewhere.

The information is on the _____. It is the first thing you see.

Which _____ do you use? I prefer Firefox.

I used a _____ to find the information.

You need special _____ to open that file.

software	browser	username	home page	password	search engine

Which browser do you use the most? Why?

Extension

Use this slide to extend vocabulary discussion.

Idiom Dialogue

Practice the dialogue with a partner and use the idiom in your own story.

My computer crashed. = My computer quit working.

John: Hi Mark. What's wrong?

Mark: My *computer crashed* and I have a big project due tomorrow.

John: I'm sorry. Here, you can use mine.

Mark: Thanks!

ERROR
A problem has been detected and OS has been shut down to prevent damage to your computer.
The problem seems to be caused by the following file: DRIVER.SYS
PAGE_FAULT_IN_NONPAGED_AREA
If this is the first time you've seen this stop error screen, restart your computer. If this screen appears again, follow these steps:
Check to make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware or software manufacturer for any OS updates you might need.
If problems continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as caching or shadowing. If you need to use Safe Mode to remove or disable components, restart your computer, press F8 to select Advanced Startup Options, and then select Safe Mode.
Laptop Pro

Talk about the last time your computer crashed.

Discussion

Discuss the questions with your classmates.

What kind of computer problems do you have?

Have you ever called tech support about a computer problem? What happened?

What problems can you fix yourself? Explain.

Grammar

Talk about adverbs of frequency. Look at the chart and practice the questions.

You can talk about how often you do something. You use: *usually*, *sometimes*, or *never*

Example:

How often do you restart your computer?
I *usually* restart my computer every day.

Word	Definition
usually	most of the time
sometimes	some of the time
never	0% of the time

How often do you have computer problems?

Grammar Practice

Ask your classmates the following questions. Use *never, sometimes* and *usually*.

1. Do you ever download new programs from the Internet? What kind of programs?

2. Did you ever get a virus on your computer? What did you do to get rid of it?

3. How often do you back up* your hard drive?

*back up = save your information in a different location.

Extension

Use this slide to extend grammar discussion.

Pronunciation Practice

Repeat this phrase and sentence after your teacher.

A very vicious vexing virus

Handy hackers have horrible hardware hidden on the home page.

Have you ever had a computer virus? Tell the class about it.

Career Corner

Read about careers and answer the questions with your class.

A technical support analyst (IT support) helps people with their computer problems. Often, they ask questions to find the issue and then tell people how to fix the problem. The average salary is $52,000 a year.

- Would you be good at this job? Why or why not?
- What qualities does a person need to do this work?
- How much money does a technical support analyst make in your country?

Chart

Which is worse? Talk about both topics and decide which is worse. Take a vote.

Your computer crashes, and you have to spend three hours on the phone with tech support, but they still can't fix the problem.

Your computer crashes, and you lose all of your information. You can't call tech support because you lost your phone. You have to figure it out for yourself.

Sign Post

Read the quote and discuss.

"One of the most feared expressions in modern times is *the computer is down*."

-Norman Ralph Augustine
(U.S. Aerospace Businessman, born 1935)

What does this mean to you?

Tell a story about a time your computer was down.

Dialogue Fill in the Blank

Read the lines with a classmate. Fill in the blanks with your own responses.

Tech support: Hello, Isabelle. What seems to be the problem?

Isabelle: My _____ won't work. I think I have a _____.

Tech support: What is your operating system?

Isabelle: I have _____.

Tech support: Have you opened any e-mails or downloaded any new programs?

Isabelle: _____.

Tech support: You have to reboot* your system. Don't worry, your computer will be fine.

*reboot = start your computer again
Tech support is also called *IT support*.

Role Play

Choose a situation and a role. Act it out with a partner. Take turns.

A	Computer user: You open an email from your friend and suddenly your computer screen goes blank.	Tech support: Ask the computer user questions about their computer. Try to help them solve their problem.
B	Computer user: You download a new program and now you can't open your browser.	Tech support: Ask the computer user questions about their computer. Try to help them solve their problem.
C	Computer user: You think your hard drive crashed and all of your photos are lost. Help!	Tech support: Ask the computer user questions about their computer. Try to help them solve their problem.

Class Project

Work with your class to complete this project.

Your company is having a problem with computer viruses. Work together to develop a computer use policy for the company computers. Decide what they can and can't do on the work computers.

Allowed:

Not allowed:

Wrap Up

Talk with your class and answer the questions.

What is a question a tech support person might ask you?

Talk about a time you had a problem on your computer.

What computer problems can you fix yourself?